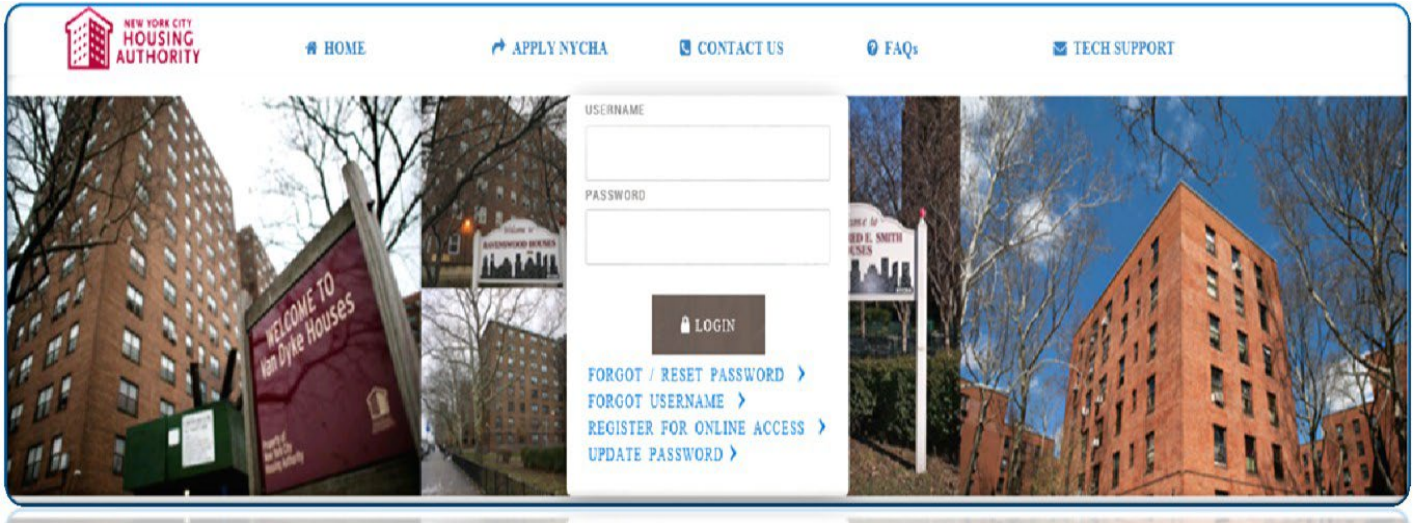




Process Guide: How to Use the NYCHA Self-Service Portal to Complete the Housing Choice Voucher (Section 8) Annual Recertification

Using this Reference Guide

Welcome to NYCHA's Self-Service Portal!

This Reference Guide will assist you through completing an online annual recertification. The process has been broken down into sections for ease in following the requirements. If you face issues with the Self-Service Portal at any section, contact our Customer Call Center for assistance at 718-707-7771.

Once you are finished, don't forget to share your experience with us by completing the survey!

<u>Topic</u>	Page No.
1. NYCHA's Self Service Portal	3
2. Register Your Account	4
3. Accessing Your Account	5- 6
4. Get Started	7- 8
5. Member Detail Information	9-10
6. Recertification Summary and Submission	11-14
7. Document Submission	10
8. Annual Recertification Survey	12
9. What Can I Do After Submission	13
Appendix: List of Sample Supporting Documents	14

1. NYCHA's Self-Service Portal

NYCHA's Self-Service Portal is located at <https://selfserve.nycha.info>. Once registered, you can access your account 24 hours a day.

You can use the Self-Service Portal to complete your online annual recertification at your own pace and convenience.



Do you require translation to use the Self-Service Portal? If yes:

Click on “Translate” at the top of the screen to select languages other than English. You must first read the disclaimer, then click “Translate” again. Only after doing this can you select your preferred language.

Disclaimer

NYCHA is making Google Translate available on a trial basis to help you read some information in languages other than English. Google Translate cannot translate all types of documents and may not provide an exact translation. Anyone relying on information obtained from Google Translate does so at his or her own risk.

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2. Register Your Account

Before starting your online annual recertification, you must register your account*. Click on “Register for Online Access” at the Self-Service Portal’s homepage and complete the below steps.



Register.

Enter your information and your current email address.



Confirm your account.

NYCHA will send you an email with a link to confirm your account.



Access your account.

Enter the username and password provided by NYCHA at the login screen.

**If NYCHA has provided you with a username and password, you can skip the steps for registering and confirming your account.*

3. Accessing Your Account

After logging in to your account, select “Manage Your Account” at the bottom of the “Your Section 8 Account” section.

Hi THOMAS DOE, welcome back.

Use this portal to manage your NYCHA account, request a transfer, or adjust your income.

Your Section 8 Account

Your Case Number	0057575
Your Case Status	Rented
Head of Household	THOMAS DOE

Manage Your Account

Select the “Annual Recertification” tile at the top of the page.

Your Case Information
Section 8 Account

Voucher/Case Number 0057575	Voucher Status Active
Voucher Issue Date	Section 8 Admission Date 8/1/1987
Voucher Unit Size 2	Head of Household Last Name DOE
Head of Household First Name THOMAS	Contract Rent \$ 2,121.35
NYCHA Share \$ 1,542.00	Tenant Share \$ 579.35
Last Annual Recertification Date 12/1/2020	Next Annual Recertification Date 12/1/2021
Last Inspection Date	Last Inspection Result

Back to Home Page

Annual Recertification

Reasonable Accommodation

Section 8 Transfer

Rental/Transfer Voucher

Portability Transfer

Inspection

Interim Change

Submit a Service Request

Property Management

Read the steps for completing the annual recertification.

If you are a person with disabilities and require assistance, call (718) 707-7771. An operator can assist you with obtaining a paper annual recertification package.

If you have unfinished recertifications from past years, be sure to complete them as soon as possible.

CONTINUE

← GO BACK

Welcome back to your annual recertification

This process will help NYCHA calculate a fair rent for you and your household. The recertification process is made up of the five steps outlined below:

- Review all information and submit to NYCHA for review and approval.

Thank you from NYCHA

Help us improve the annual recertification process!

We have designed the annual recertification portal with you in mind, and we are committed to improving this process. After you submit your annual recertification, you will have an opportunity to complete an optional survey to share your experience.

4. Get Started



Step 2: Household Information

In this section, we will ask you about the **people you live with**. Knowing who is in your household helps NYCHA ensure that we are setting your rent to the correct amount and providing your household the right assistance.

← GO BACK

CONTINUE →

View the list of “Active” household members.

You can do it all from this page.

Nikita Johnson Head of Household Income Information ✔ Complete Asset Information ⚠ Not Yet Entered Expense Information ⚠ Not Yet Entered \$ ENTER FINANCES	Ximena Johnson Household Member Income Information ✔ Complete Asset Information ✔ Complete Expense Information ⚠ Not Yet Entered \$ ENTER FINANCES	Manny Johnson Household Member Income Information ⚠ Not Yet Entered Asset Information ⚠ Not Yet Entered Expense Information ⚠ Not Yet Entered \$ ENTER FINANCES
--	--	---

Under Member Information, you **must** select “Update” and answer all questions.

You **may** select “Add” or “Remove” if needed.

- Enter Finances. You must enter the income, assets, and expenses for every “Active” household member.

Let's verify who lives in your household.

If your household has changed since your last recertification, be sure to add or remove household members.

The screenshot displays a user interface for verifying household members. It features two columns, each representing a household member. The first column is for Nikita Johnson, identified as the 'Head of Household'. It shows her name in bold, her role, and her status as 'Last Updated' on June 2019 with a yellow warning icon, and 'NYCHA Status' as 'Approved' with a green checkmark. Below this is a light gray button with a minus icon and the text 'REMOVE'. The second column is for Ximena Johnson, identified as a 'Household Member'. It shows her name in bold, her role, and her status as 'Last Updated' on June 2019 with a yellow warning icon, and 'NYCHA Status' as 'Approved' with a green checkmark. Below this is a dark gray button with a minus icon and the text 'REMOVE'. To the right of these columns is a dashed rectangular box containing a plus icon and the text 'Add New Member'. At the bottom of the interface are two buttons: a white button with a left arrow and the text 'GO BACK', and a black button with the text 'THIS LOOKS GOOD' and a right arrow.

- Add. To add a new household member, select “Add” and follow the steps to enter all of their information.

The screenshot shows a confirmation dialog box with a black border. At the top, it says 'Important!'. The main heading is 'Are you sure you want to remove Ximena Johnson?'. Below the heading, a smaller line of text reads: 'You won't be able to undo this. If you accidentally remove a member, you will have to enter all of their information again.' At the bottom of the dialog are two buttons: a white button with the text 'NO, TAKE ME BACK' and a red button with the text 'YES, REMOVE'.

- Remove. To remove an “Active” household member, select “Remove” and provide information on why the household member needs to be removed.

Once finished, select “This Looks Good.”

5. Member Detail Information

For each active and new household member, you must answer all questions and complete entries regarding:

- Basic Details
- Earnings/Asset Related Information
- Affidavit of Student Status
- Additional Information
- Emergency Contact Information
- Third Party Verification Consent to Release Information
- Declaration of Citizenship and Debts Owed to PHA

Expand each section to answer the questions.

Once finished, click “This Looks Good” Or “Ok, I Understand.”

Has anyone’s situation changed recently?

For members that were in the household last year, make sure everyone’s information is up-to-date. Changes in **citizenship status**, **student status**, and **disability status** can affect how your rent is calculated.

Nikita Johnson Head of Household 🌐 Citizenship Status U.S. Citizen ♿ Disability Status Uses a Cane or Walker 🎓 Student Status Not Currently a Student EDIT	Ximena Johnson Household Member 🌐 Citizenship Status Permanent Resident ♿ Disability Status None 🎓 Student Status Part-Time Student EDIT	Manny Johnson Household Member 🌐 Citizenship Status Permanent Resident ♿ Disability Status None 🎓 Student Status Not Currently a Student EDIT
--	--	---

[← GO BACK](#)

[THIS LOOKS GOOD →](#)

Adding a Member
You will be asked to provide background and income information for a new member. Such as:

Basic Information

- Full legal name
- Birthdate and birthplace
- Race and ethnicity
- Social Security or Alien ID Number
- Income information

Disability & Functional Needs

- Disability status
- Emergency care information
- Medical equipment

Student Information

- School name and location
- Enrollment & graduation dates
- Enrollment Status letter (indicating full- or part-time)
- Bursar’s Statement

[OK, I UNDERSTAND](#)

To add/update income, assets and/or expenses, select the “Enter Finances” button for the Household member.

Select a member to update their income information.

You will have to submit finance information for each member, but you can do so in any order.

Nikita Johnson Head of Household	Ximena Johnson Household Member	Manny Johnson Household Member
Income Information ✔ Complete	Income Information ✔ Complete	Income Information ⚠ Not Yet Entered
Asset Information ⚠ Not Yet Entered	Asset Information ✔ Complete	Asset Information ⚠ Not Yet Entered
Expense Information ⚠ Not Yet Entered	Expense Information ⚠ Not Yet Entered	Expense Information ⚠ Not Yet Entered
\$ ENTER FINANCES	\$ ENTER FINANCES	\$ ENTER FINANCES

For income, assets, and expenses enter the source/type, name, address, amount, start date, and frequency. Once entries are completed, select “Continue.”

The system will provide an estimate of the total income. NYCHA will verify the income.



Update Nikita's income information.

This list is based on what you claimed last year. Please **verify**, **remove**, or **add** income so it reflects an accurate picture of the money you plan to receive over next 12 months.

Wages from employment		\$00,000
Target Corporation		Yearly Total
Status ⚠ Not Reviewed	Documents ⚠ Not Uploaded	
Payment Amount \$000.00	Frequency Bi-Weekly	REVIEW
		REMOVE

Social Security		\$00,000
		Yearly Total
Status ⚠ Not Reviewed	Documents ⚠ Not Uploaded	
Payment Amount \$000.00	Frequency Monthly	REVIEW
		REMOVE

[**+ Add New Income**](#)

Nikita's total income **\$00,000**

Estimate for December 2020 – December 2021

[← GO BACK](#)[CONTINUE →](#)

6. Recertification Summary and Submission

Review the summary of what you entered.



Step 5: Summary

In this final section, we will ask you to review all information you added and confirm its accuracy. If we need you to follow up with any additional information, NYCHA will reach out directly.

← GO BACK

CONTINUE →

Review household information

Please read each section carefully and correct any mistakes before submitting.

Nikita Johnson

Head of Household

EXPAND

NYCHA Status

Active

Information

Complete

Documents

Complete

Ximena Johnson

Household Member

EXPAND

NYCHA Status

Active

Information

Complete

Documents

Incomplete

Manny Johnson

Household Member

EXPAND

NYCHA Status

Pending Addition

Information

Complete

Documents

Complete

PRINT THIS PAGE

← GO BACK

SAVE & CONTINUE →

Make sure that there are no members with an “x” next to their name. If there is an “x,” then you must select “Update” to complete all questions related to the member.

To finish the annual recertification, you must read and insert a checkmark (✓) acknowledging that the statements are true and correct then click Submit.



Step 4: Acknowledgements

In the next section, we will ask you a final set of questions. It is NYCHA policy that tenants answer these questions every year. The answers to these questions are not counted towards your household income.

← GO BACK

CONTINUE →

Once you complete the Acknowledgements, you will be shown a summary of your annual recertification.



Step 5: Summary

In this final section, we will ask you to review all information you added and confirm its accuracy. If we need you to follow up with any additional information, NYCHA will reach out directly.

← GO BACK

CONTINUE →

Review household information

Please read each section carefully and correct any mistakes before submitting.

Nikita Johnson EXPAND		
Head of Household		
NYCHA Status Active	Information Complete	Documents Complete

Ximena Johnson EXPAND		
Household Member		
NYCHA Status Active	Information Complete	Documents Incomplete

Manny Johnson EXPAND		
Household Member		
NYCHA Status Pending Addition	Information Complete	Documents Complete

PRINT THIS PAGE

← GO BACK

SAVE & CONTINUE →

Once you complete the review of the Summary, select “Go Back” to make changes or “Save & Continue” to submit your annual recertification.



You are ready to submit your annual recertification!

Please select 'submit' to complete the annal recertification process or you can go back to make changes.

SUBMIT

I NEED TO MAKE CHANGES

Your annual recertification will not be complete until NYCHA receives all the required documentation to complete the process.

RETURN TO HOUSEHOLD

Upload and review proof of income.

This list is based on what you claimed last year. Please **verify**, **remove**, or **add** income so it reflects an accurate picture of the money you plan to recieve over next 12 months.

Wages from employment

\$00,000

Yearly Total

Status

Complete

Documents

Uploaded

Payment Amount

\$000.00

Frequency

Bi-Weekly

Document Type

Letter from employer

Document(s) Uploaded

05.23.2020_Letter.pdf

VIEW & EDIT

Social Security

\$00,000

Yearly Total

Status

Complete

Documents

Uploaded

Payment Amount

\$000.00

Frequency

Monthly

Document Type

Three (3) recent paystubs

Document(s) Uploaded

05.23.2020_Paystub.pdf
06.13.2020_Paystub.pdf
06.20.2020_Paystub.pdf

VIEW & EDIT

Wages from employment

\$00,000

Yearly Total

Status

Complete

Documents

Not Uploaded

Payment Amount

\$000.00

Frequency

Bi-Weekly

Document Type

Letter from employer

Document(s) Uploaded

None

UPLOAD

GO BACK

CONTINUE

Click on “Add Documents” to add the required documents needed for NYCHA to complete processing.

13

NYCHA will show you where additional information is required.



Additional Information Required
Your annual recertification was successfully submitted, but additional information is required! Please review below or contact NYCHA for further instruction.
Be sure to submit all documents by MM/DD/YYYY

Ximena Johnson
Household Member

Income	
Social Security	Yearly Total \$000.00
Documents  Not uploaded	
ADD DOCUMENTS	
Wages from employment	Yearly Total \$000.00
Department of Education	Documents  Not uploaded
ADD DOCUMENTS	

Expenses	
Personal Expense	Yearly Total \$000.00
Prescription Medication(s)	Documents  Not uploaded
ADD DOCUMENTS	
Personal Expense	Yearly Total \$000.00
Doctor/Specialist Visit(s)	Documents  Not uploaded
ADD DOCUMENTS	

Nikita Johnson
Head of Household

Information Complete! 

Manny Johnson
Household Member

Information Complete! 

[← GO BACK](#)

Use your scanner, smartphone, or tablet to record an image of any pending documents. Click on the “Add Document” button next to each pending document. Once you submit the annual recertification, NYCHA will show you what happens next.

**You have successfully submitted
your annual recertification!**

Here is what will happen next

 Under Review

Once submitted, you will receive a confirmation number. NYCHA staff will review your household information to ensure the information you provide is complete, up-to-date, and accurate.

 Additional Information Required

If the information you provided is incomplete, your NYCHA will reach out to you directly to provide more information or request additional documentation.

 Approval

When the information you provided is complete, your NYCHA will calculate your rent based on your adjusted household income. A notice that includes your adjusted rent will be mailed to you, upon approval.

 Avoid Termination

In compliance with NYCHA policy, it is necessary to recertify your income at least once a year. If you fail to complete your annual recertification or do not provide additional documents as requested, before your due date, NYCHA may begin the termination process and prepare legal action.

[FINISH & EXIT](#)

Congratulations on completing your online annual recertification!

7. Document Submission

You must provide documents to support your income, assets, and expenses. Review the *List of Sample Supporting Documents* for help. Once you have gathered your documents, you may submit them:



1. on NYCHA's Self Service Portal at <https://selfserve.nycha.info>
2. in person at your nearest Customer Contact Center (addresses are below)

Bronx Customer Contact Center
478 East Fordham Road, 2nd Fl.
Bronx, NY 10458

Brooklyn Customer Contact Center
787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238

3. by mail

New York City Housing Authority
Leased Housing Department
PO Box 19201
Long Island City, NY 11101



Uploading on NYCHA's Self-Service Portal is fast and convenient!



You can upload documents directly to your case by using a scanner or taking a picture on your other devices such as an iPad or smartphone. See Page 11 for additional instructions.



Once you have uploaded all your documents, click "Close."

8. Annual Recertification Survey

Now that your annual recertification submission is complete, tell us about your experience. All information provided is to improve your online experience and help us provide excellent customer service.



How was your submission experience?

The annual recertification portal is designed with you in mind and your feedback is important to us!

Please help us continue to improve this experience by taking a short satisfaction survey using the button below.

SHARE YOUR FEEDBACK!

SKIP THE SURVEY

We value your feedback. Thank you for your time in completing the survey!

9. What Can I Do After Submission?

After your annual recertification has been submitted, you can log in periodically to check the status and view, print, or upload documents.

Hi THOMAS, welcome back. What would you like to do with your NYCHA account today?

In this menu you can update your information, adjust your rent, or request services from NYCHA.

Your Case Information

Section 8 Account

Voucher/Case Number
0057575

Voucher Issue Date

Voucher Unit Size
2

Head of Household First Name
THOMAS

NYCHA Share \$
1,542.00

Last Annual Recertification Date
12/1/2020

Last Inspection Date
10/30/2018

Lease Start Date
12/1/2019

Voucher Status
Active

Section 8 Admission Date
8/1/1987

Head of Household Last Name
DOE

Contract Rent \$
2,121.35

Tenant Share \$
579.35

Next Annual Recertification Date
12/1/2021

Last Inspection Result
Pass

Lease End Date
11/30/2020



Back to Home Page



Annual
Recertification



Reasonable
Accommodation



Section 8 Transfer



Rental/Transfer
Voucher



Portability Transfer



Inspection



Interim Change



Submit a Service
Request



Property
Management



Lease Up
Documents



Opportunity Connect



Briefing Video



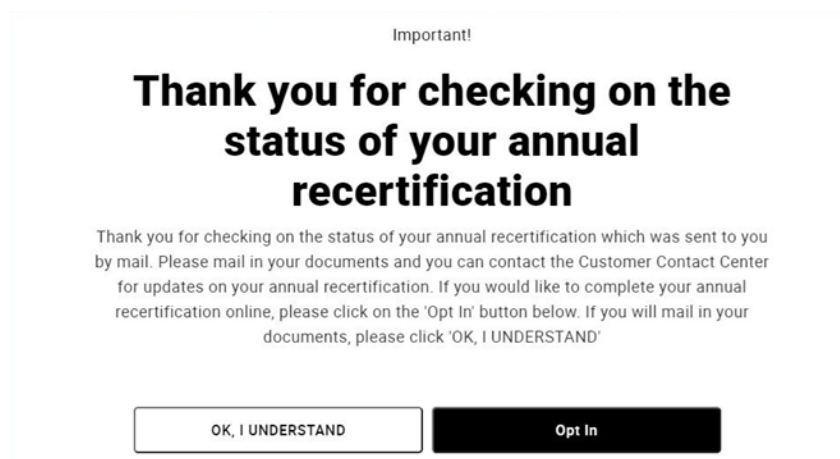
Available Sec 8 Apts

10. What Will I See on the Self-Service Portal if I Mailed My Annual Recertification Package?

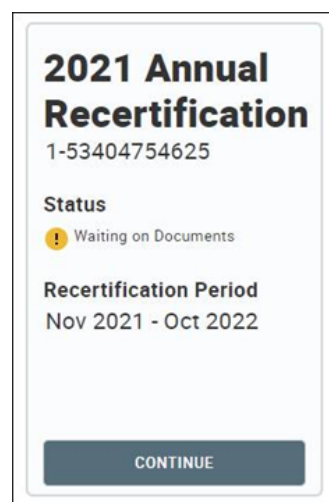
A participant who has a reasonable accommodation to complete their annual recertification via mail will see a message that offers them the opportunity to complete their annual certification using the Self-Service Portal or by mail.

When the user selects the “Opt In” button, the system will navigate to the annual recertification process in the Self-Service Portal.

When the user selects the “OK I Understand” button, the Self-Service Portal will send them back to the annual recertification home page.



The user will also see status of the mail-in document when they go back to the annual recertification page:



Appendix: List of Sample Supporting Documents

NEW YORK CITY HOUSING AUTHORITY LEASED HOUSING DEPARTMENT

Bronx Customer Contact Center
478 East Fordham Road, 2nd Fl.
Bronx, NY 10458

Brooklyn Customer Contact Center
787 Atlantic Avenue, 2nd Fl.
Brooklyn, NY 11238

Customer Contact Center: (718) 707-7771

List of Sample Supporting Documents

For each member of your Section 8 household, you must provide the following **ORIGINAL** documentation:

- Birth Certificate **AND**;
- Social Security Card **AND**;
- Proof of Citizenship or Alien Registration Card **AND**;
- Marriage License (if applicable) or Domestic Partnership Certificate

If any household member has any income, asset, or expenses, you must provide **CURRENT** documentation as proof.

ACCEPTABLE DOCUMENTS FOR PROOF OF INCOME		ACCEPTABLE DOCUMENTS FOR PROOF OF ASSETS	
INCOME SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS	ASSET SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
EMPLOYMENT	• Pay stubs (please provide at least two consecutive pay stubs) • W-2 • Verification of Employment from your Employer • Payroll History	CHECKING ACCOUNT SAVINGS ACCOUNT	• Bank Statement(s) (All Pages) • 1099 Interest Statement(s)
SELF EMPLOYMENT	• Federal Tax Returns (1040 A-S, 1040EZ, 1040-L) • 1099 Statement(s) (1099-DIV, 1099-G, 1099-MISC, 1099-R) • Certificate of Net Worth • State Tax Returns (IT-150S, IT-201L, etc.) • Certified Transcript of Tax Return	STOCKS/BONDS	• Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
SOCIAL SECURITY	• SSI Award Letter AND SSP Letter (State Disability) • Social Security Benefits	MONEY MARKET FUNDS/ MUTUAL FUNDS	• Bank Statement(s) (All Pages) • Stock Broker Summary/Statement(s): Stocks, Bonds and Mutual Funds • Stock Certificate(s) (copy) • 1099 Interest Statement(s)
PUBLIC ASSISTANCE	• Budget Letter	RETIREMENT (401K/IRA/ROTH)	• 401K / IRA / ROTH Statement(s) • Bank Statements(s) (All Pages)
MILITARY PAY/ VETERANS BENEFITS	• Pension Award Letter • Military Pay Statement • Veteran's Pay Statement	LIFE INSURANCE POLICY (Whole Life or Term Life)	• Life Insurance Policy Statement(s)
WORKERS COMPENSATION	• Workers Compensation Statement	TRUST FUNDS	• Proof of Trust Funds which includes: • Trust Agreement(s) • Bank Statement(s) (All Pages)
CONTRIBUTIONS	• Contributor Statement	REAL ESTATE	• Letter from Closing Attorney and Unrecorded Deed • Letter or Agreement from the Condominium/Co-Op • Testamentary Letters from the Estate • Proprietary Co-Op Letter • Co-op Shareholder Certificate • Recorded Deed • Federal Tax Return (Including Schedule E)
PENSION/ANNUITY	• Pension Award Letter • Annuity Documents		
CHILD SUPPORT/ ALIMONY	• Alimony Documents • Statement from Child Support Provider • Court Order • Court Stipulations		
ADOPTION/ FOSTER CARE	• Foster Care Letters • Guardianship Papers • Letters of Administration		

ACCEPTABLE DOCUMENTS FOR PROOF OF EXPENSES	
EXPENSES SOURCE	EXAMPLES OF ACCEPTABLE DOCUMENTS
CHILDCARE EXPENSES	• Childcare Affidavit
EDUCATION EXPENSES	• Full Time Student Verification Letter (18 years and older)
MEDICAL EXPENSES	• Medical Documents
DISABILITY EXPENSES	• Any unreimbursed Medical or Disability expenses such as Receipts for Prescription or Non Prescription Medicines, Receipts for Medical Supplies and Equipment, Medical Insurance Premiums, Receipts for Services of Doctors, Health Care Professionals, or Health Care Facilities, etc.



NYCHA 059.663 (11/17/16)v4 LIST OF SAMPLE SUPPORTING DOCUMENTS